

**REQUEST FOR PROPOSAL FOR DOCUMENT TRANSLATION SERVICES  
NEW HAMPSHIRE EMPLOYMENT SECURITY  
BID# RFP NHES2017-03**

**ADDENDUM#1: BID# RFP NHES2017-03  
RESPONSES TO VENDOR QUESTIONS**

**Document Translation Services – NHES  
45 South Fruit Street, Concord, NH**

**DATE OF RFP ISSUANCE**

**8/10/2016**

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**QUESTIONS SUBMITTED BY VENDORS AND ANSWERS FROM NHES:**

**1. Is preference given to in-state companies?**

No preference is given to in-state vendors.

**2. Is preference given to veteran-owned companies?**

No preference is given to veteran-owned companies.

**3. Are SDL Trados and MemoQ software considered to be machine-translation software that is not allowed for use? Or are these types of software okay to aid in translation?**

The use of translation software is not prohibited as long as it is not the sole method of translation. NHES' intent and preference is for processes in which qualified human translators are actively involved in the translation process. If you intend to use translation software to aid in the document translation process, please describe the software and how it is used in your overall process.

**4. Is there somewhere online to register for-email notices regarding new addenda for this RFP?**

Any vendor that has received the RFP documents and notices directly will be on the distribution list for Addenda. Any Addenda will also be posted on the website identified at Part 3.3 of the RFP.

**5. Whether companies from Outside USA can apply for this? (like, from India or Canada)**

There is no prohibition on companies from outside the USA submitting a proposal. However, in order to be able to enter into a contract with NHES, any vendor will be required to submit a Certificate of Good Standing from the NH Secretary of State's Office if a corporation, as well as a Certificate of Vote or Certificate of Authority

confirming that the person signing has authority to bind the company. In addition, a certificate of insurance demonstrating that the company has insurance in the limits required by the standard NH State P-37 contract form (found at RFP Attachment B) will be necessary. All of these formalities will be required to be met within five (5) business days of contract execution.

**6. Whether we need to come over there for meetings?**

There will be at least one on site meeting at 45 South Fruit Street, Concord, NH prior to commencement of the translation project work.

**7. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)**

It is not possible to answer this question without seeing the anticipated proposal. Some project tasks may be able to be performed outside the USA. However, at least one mandatory on-site meeting will be held in Concord, NH at the inception of the project. See response to Question #6. All work must be performed in a manner that is consistent with the RFP and any resulting contract.

**8. Can we submit the proposals via email?**

Proposals may not be submitted by e-mail. They may be submitted by mail or in hand. See RFP Section 3.1.

**9. Section 2.1 states that the contract is non-exclusive and that the state reserves the right to use other contractors – why are you asking potential vendors to incur the cost to submit a response and potentially receive a contract when you are not guaranteeing that they will actually do the work, even if awarded the contract?**

NHES is under time constraints to encumber funds for this contract. NHES is reserving the right to use other contractors in the event that the contractor awarded the work is unable to meet the contracting timelines or performance requirements established by the RFP. These are the terms of the RFP and they will not be waived.

**10. You prohibit the use of CAT tools and Machine Translation (MT). These are completely different technologies – Unlike MT, CAT tools will standardize language, lower costs, and reduce turnaround by reusing previously translated content, even within the same document. I understand why you would not want a commercially available MT engine (like google translate) used for these documents, we wouldn't use it, either. Why are you prohibiting the use of CAT tools, which have been a standard practice in our industry for many years?**

The use of translation software is not prohibited as long as it is not the sole method of translation. NHES' intent and preference is for processes in which qualified human translators are actively involved in the translation process. If you intend to use

translation software to aid in the document translation process, please describe the software and how it is used in your overall process.

**11. Does a contractor have to be based in New Hampshire?**

No – a respondent does not have to be based in New Hampshire. But, please see response to Question #5 regarding requirements with respect to contract execution.

**12. In the previous iteration of this RFP, the proposer did not need to be registered to do business in the state of New Hampshire prior to the contract award but rather could register in a timely fashion after the contract was awarded. I am wondering if the same applies to the new RFP or whether we would need to register to do business in the state to be considered for the contract.**

Please see the responses to Questions #5 and #11.

**13. Standard industry practice is to price formatting and layout separately from translation unless we can examine the source documents to determine the level of effort required to provide fully formatted translated versions. Can you provide us with the actual documents in Phase II so we can make determinations as to formatting time required?**

The Phase II documents are currently posted on the NHES agency website at: <http://www.nhes.nh.gov/media/requests-for-bids.htm>. Some of the documents may take time to come up. If you have difficulty accessing the site, please e-mail [Joshua.E.Kelly@nhes.nh.gov](mailto:Joshua.E.Kelly@nhes.nh.gov) for assistance.

**14. Will you be conducting Oral Interviews in Concord for prospective vendors? How far in advance of these meetings will vendors be notified?**

If interviews are conducted with prospective vendors, they will be by telephone with several days advance notice to vendors.

**15. Can the Oral Interviews be conducted via telephone or SKYPE?**

If held, the interviews will be conducted via telephone.

**16. Can out of state vendors submit a proposal for this project or are you looking for a local New Hampshire vendor?**

Out of state vendors may submit proposals. But, please also review the responses to Questions #5 and #11 as far as NH business registration and ability to meet deadlines for entering into a contract.

**17. What is the estimated value of this contract?**

The estimated value of this contract is not established. The contract will be written on a not to exceed basis.

**18. Is there an incumbent vendor for these services? If yes, who is the vendor(s) and what rates do they provide for the services?**

There is no incumbent for the document translation services NHES is seeking.

**19. What is the historical volume of each service required in this RFP?**

No historical information is available as to volume. Any previous translation work has been performed in-house.

**20. What is the historical spend of each service required in this RFP?**

There is no historical information available as to spend for the services required by the RFP.

**21. Is there a primary reason for this RFP? For example: existing quality concerns, reduction to current price, or general contract terms requiring renewal?**

The primary reason for the RFP is to provide accessibility to our limited English proficiency customers. There was no previous vendor and thus the examples provided do not apply in this situation.

**22. Is it your intention to award to multiple vendors or one vendor [sic] providing all services?**

NHES' preference would be to award all of the Contract work, Phases I and II, to one vendor. NHES reserves the right to award to more than one vendor as provided in the RFP. See also response to Question # 9.

**23. If multiple vendors are selected, how will the work [be] divided and what does your current disbursement strategy look like?**

NHES is unclear as to the meaning of "disbursement strategy" as used in this question. It is premature to comment on how the work might be divided. It will depend upon the proposals we receive. See responses to Questions #9 and #23.

**24. How will cost be evaluated for rating offerors?**

Please see the RFP at Section 5.

**25. Regarding the proposer's price score used in the pricing formula: will the proposer's unit cost be used, or the unit cost times the quantity be used to determine the proposer's cost?**

Please see RFP Attachment D, which requests a per English word rate for each language. Attachment D also requests total estimated costs for Phase I and Phase II. See also response to Question #26.

**26. Are the word counts for Phase II being translated into all 5 languages, or is that the total amount of words translated? What are the volume estimates per language for translation in phase II?**

The word counts are for all documents currently identified for translation. The numbers could change slightly. Translation of documents in Phase II will include up to five (5) languages. For purposes of your proposal and total pricing for Attachment D, please assume that the word counts for Phase II are being translated into all five (5) languages.

**27. Is fax submission acceptable? If so, what is the fax number and instructions?**

Fax submission of proposals is not acceptable.

**28. For phase II files, what type of desktop publishing or formatting is required?**

The Phase II documents are now available to be viewed on NHES' website, <http://www.nhes.nh.gov/media/requests-for-bids.htm>. If you have difficulty accessing the site, please e-mail [Joshua.E.Kelly@nhes.nh.gov](mailto:Joshua.E.Kelly@nhes.nh.gov) for assistance. We do not believe that any desktop publishing will be required. All documents will be provided in Word or Word/Excel format.

**29. In regards to Section 3.14 Proposal Content (Cover Letter): Each of our translators and proofreaders is a freelance provider. Does NHES consider these providers to be subcontractors, and if so, can the proposer identify only lead translators as "Key Staff" rather than identifying them in the Cover Letter?**

The RFP requests information about your qualifications and staffing for the project. It is up to each proposer to identify who involved with this project is considered an employee and who is not. Please provide the information specifically requested at each subsection of Section 3.14 and indicate as necessary whether the individuals who will be providing services are considered employees or something other than employees.

**CONTACT: Jill D. Revels, Business Administrator**  
**New Hampshire Employment Security**  
**(603) 229-4449**

Vendor\_\_\_\_\_ Address\_\_\_\_\_

By: \_\_\_\_\_  
(This document must be signed) (Title)

\_\_\_\_\_  
(Please print or type name) Tel. No.\_\_\_\_\_